

CRM Solution Implementation Service

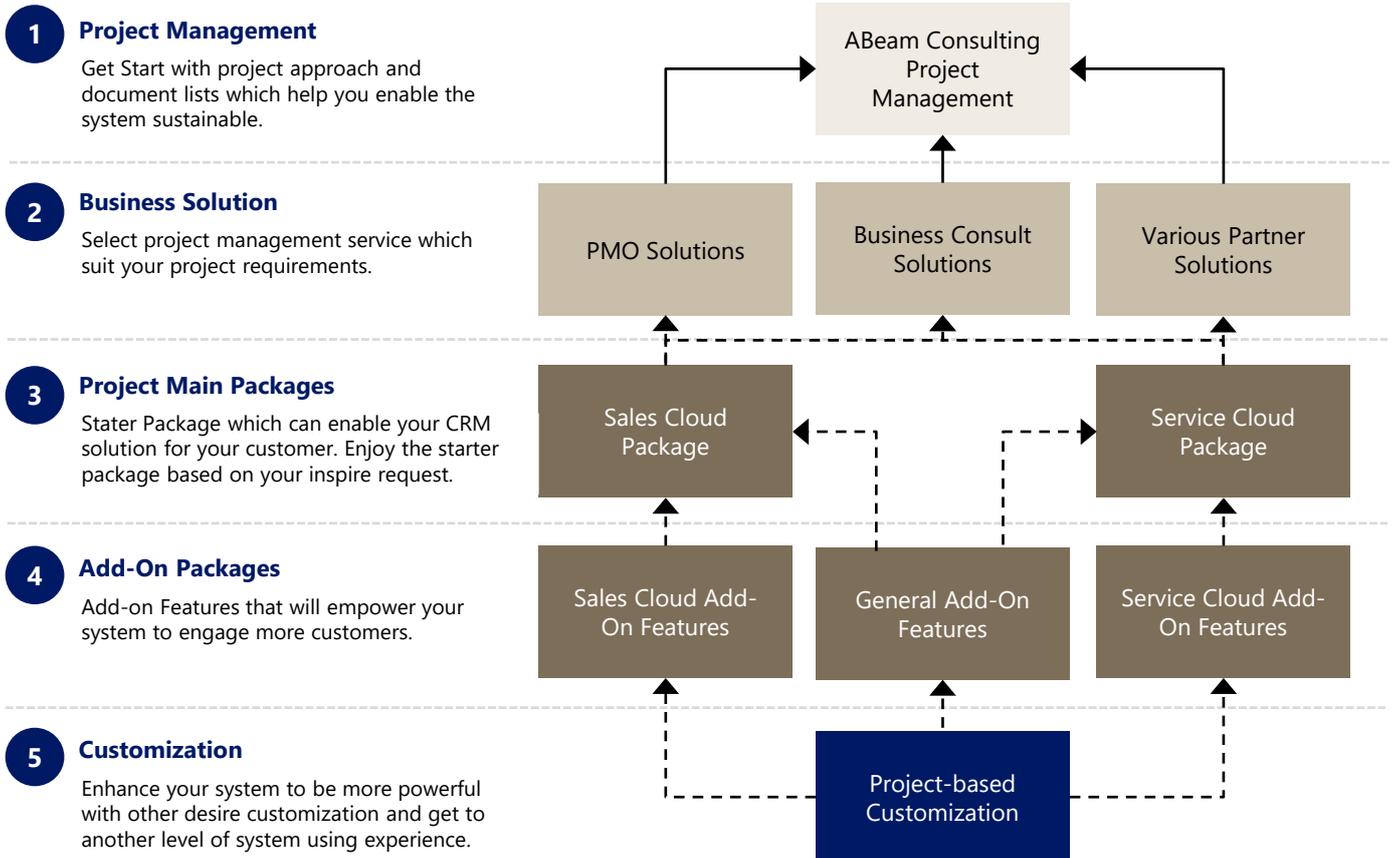
ABeam Consulting can offer the integrated CRM solutions with many digitalize applications. Since Salesforce.com is a powerful CRM with ability to integration, more solutions can be developed. Therefore, ABeam Consulting's Salesforce.com service covers not only Sales/Service cloud implementation but also CRM business consulting, Project management and integration with other digital applications such as ERP, Call Center tool, Social media, etc.

What Salesforce Service and Package We Provide



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Sales Cloud Package

Based on our experience with various group of customers (enterprise to SME size), our team customizes the standard Sales Cloud products to empower the existing Salesforce key feature to increase the automation process.



Pre-build Package Features

Lead Automate Assignment
(Round-Robin)

Standard Prices Management

PDF Document

Automate Notification & Expiration

Automate Document/Process
Conversion with pre-define value

Key Business Target

- Retails
- Automotive/Leasing (Sales Part)
- Chemical (Sales or Stage Gate Management)

Service Cloud Package

Based on our experience with enterprise customers who attempted to provide the fastest service to the clients also the self-service portal for their customers. Our team has highly experience which can develop the package as below details



Pre-build Package Features

Email-to-Case

SLA Management
(Standardize procedure)

Case Escalation Services
(Integration)

Call Center Rating Process

Self-Service Portal with
Searchable key

Key Business Target

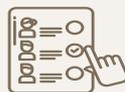
- Call Center Service
- Hotel/Restaurant (Booking Management)
- Self-Service Portal
- Real Estate (After Sales Services)

Add-On Customize Package



Salesforce Customer Portal

- A Channel for customer to create and follow the cases by themselves.



Omni - Channel

- Real-time monitor new case from all channels.



Web Chat

- Real Time Chat with customer by Live Chat in Website.



Knowledge Searching

- Provide search knowledge in the agent console which support answering the case.



Customer Satisfaction Logging

- Collect customer's satisfaction and feedback for call center and identify ways to improve

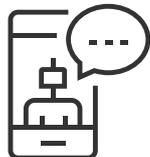


Social Media Post To Case

- Auto open case when there are post or comment in Company Social Media Channel

Salesforce as CRM integration solution

Not just only implement the Salesforce solution for the various clients, but we also have the solution for the digitalization integration service such as Robotic Process Automation (RPA), Digital Signature (DocuSign), Workflow process (K2) and data analytic tool (Tableau).



Social Media

- Customer Portal or Front-end Portal

RPA Solutions

- Automate feed record
- Automate export report

Salesforce System

- Case or Lead Management Process
- Business Workflow Process such as Approval
- Integrate to other related systems

Other Systems

- Business Backend Processes (SAP / K2)
- Additional Processes

Why Choose ABeam Consulting

ABeam Consulting has many Salesforce Expertise and Successful Project in many industries.



160+

Salesforce Certified Administrator

70+

Salesforce Certified Sales and Service Cloud Consultant

40+

Salesforce Certified Platform Developer

Experience Salesforce in many industries.



Retails



Automotive



Banking



Manufacturing



Integrity SFDC Solutions with Digitalize Solutions

Many solutions / integration which will allow you to explore digitalization solutions on top of Salesforce system such as Core ERP System, RPA, Social Media, etc.



Strong Salesforce.com Solutions with Customized Features

Not only make to order solution but we offer the Salesforce's consultant solution which will empower your system with the highly benefits and sustainability.

For more information related to ABeam Consulting Salesforce.com Solution, please contact contactthailand@abeam.com or visit <https://www.abeam.com/th/en>.